



## **DOORS WARRANTY**

May 2010

### **1- Terms and Conditions:**

- 1.1- All Fenplast doors, used under normal service conditions and for their intended purpose (residential use) are warranty for a period of one (1) year against any defect in parts or labour. This warranty takes effect on the date Fenplast, Doors division issued the invoice. With this warranty, referred to as “turn-key” warranty, we bind ourselves to providing any replacement parts and necessary labour costs (either through the expertise of our employees or agents) or a credit equivalent to the service value according to our price list.
- 1.2- In subsequent years, Fenplast, Doors division will only supply replacement parts, that are guaranties, free of charge, FOB Delson. All expenses for labour, transportation, repair work, installation and/or finishing on site are excluded.
- 1.3- Fenplast, Doors division reserves the right to improve or change their product design. This being the case, the products already delivered to the client cannot be exchanged or modified;
- 1.4- For the warranty to take effect, the product must be adequately installed and inspected by a recognized Fenplast, Doors division agent. In addition, the product must not have been modified and/or repainted by the consumer;

### **2- Door, sidelite and Évolution<sup>®</sup> panels: 20 years warranty**

- 2.1- Door panels are warranted for twenty (20) years against warping (exceeding 1/4 inch) and delaminating;
- 2.2- Our “turn-key” warranty applies to the first year.
- 2.3- For the nineteen (19) years that follow, Fenplast, Doors division is bound, if need be, F.O.B. Delson to either replace, repair, or credit the defective door panel and/or side panel. Fenplast, Doors division is not responsible for labour, transport or finition costs on the job site.

### **3- Paint: 10 year warranty**

- 3.1- We warranty the finish of door panels and side panels painted in-factory for a period of (10) year. The warranty applies to spontaneous flaking as well as to major and/or uneven discoloration. Please note that some marks of wear (mainly around the door handles) are considered normal and are not covered by the warranty.
- 3.2- Our “turn-key” warranty applies to the first year following the acquisition of the door.
- 3.3- For the nine (9) years that follow, is bound, if need be, F.O.B. Delson to either replace, repair, or credit the defective door panel and/or side panel. Fenplast, Doors division is not responsible for labour, transport or finition costs on the job site.
- 3.4- PVC parts (including door sweeps) are warranted against flaking paint for a period of ten (10) years beginning on the date Fenplast, Doors division issued the invoice.
  - The colour of replaced parts could differ due to a discoloration from exposition to solar rays or air pollution of the original ones. This is a normal phenomenon which cannot be covered by this warranty.

### **4- Hinges:**

- 4.1- Regular ball bearings and decorative ball-bearings hinges are warranted against rust for a period of one (1) year beginning on the date Fenplast, Doors division issued the invoice;
- 4.2- Ball bearing hinges made of stainless steel chromed or ball bearing hinges with a brass finish (lifetime warranted) are warranted for life.
- 4.3- Our responsibility is limited on the exchange of the defective products for the first 12 months

### **5- Multi-point door handles installed in-factory: 5 year warranty**

- 5.1- For the four (4) years that follow, our responsibility is limited to exchanging the defective product.
- 5.2- It is the responsibility of the customer to properly maintain the finish of its multi-points handle. All service cases related to an improper maintenance will be turn down.

## **6- Sealed units / Stained glass:**

- 6.1- The majority of our suppliers make it mandatory for us to refer you to their respective warranty (found in their pamphlets) for more information. Please note that with a given supplier, the warranty can vary according to the type of unit and/or the stained glass;
- 6.2- There is no warranty covering cases of sudden unprovoked breaking (including thermal breaks) at the exception of door lites mentioned in 7.3.
- 6.3- Rectangular door lites, commodities type, are warranted for a twenty-year (20) yearsperiod against failure of the seal. Unprovoked breakage are warranted during the first year following the invoice.

## **7- Door sweep: 1 year warranty**

- 7.1- Our responsibility is limited on the exchange of the defective products for the first 12 months.

## **8- Grand Cadre© moulding (opened corner & wavy): 5 years**

- 8.1- Our turn-key warranty covers the first year following the invoice.
- 8.2- For the subsequent 4 years, our responsibility will be limited to the exchange of the defective material.

## **9- Commercial sill**

- 9.1- Because commercial sills are designed for handicapped or commercial use with a very low threshold, we cannot offer any warranty on water penetration.

**Exclusions and limitations:**

- This warranty does not cover alterations / modifications made by a third party (retailer, installer, contractor, etc.) If a problem arises, Fenplast, Doors division will replace the product as it was originally ordered. Fenplast, Doors division will not cover any additional costs.
- The warranty does not cover problems resulting from: poor installation; poor maintenance; abuse; negligence; vandalism; impact from any kind of object; movement, distortion, structural or foundation deficiencies.
- The warranty does not cover problems resulting from extreme climate conditions and/or natural disasters such as floods, earthquakes and fire.
- The warranty does not cover condensation problems caused by a high humidity factor in the house or improper ventilation.
- Gradual and uniform colour variation is a normal occurrence in exterior material and therefore is excluded from the term of the warranty.
- For every claim, the manufacturer must obtain an original proof of purchase from the buyer.
- This warranty is offered to Fenplast, Doors division clients, which means to door retailers (and not directly to consumers).
- This warranty cannot be amended or altered in any way.
- This warranty is transferable entirely and uniquely during the first year following the acquisition date.
- This warranty was valid at the time of printing. Please contact your dealer for any updates made to these conditions or for a more recent version.